

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received 13-JAN-2015 Repository ☐ Reference No. 10672254	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
LIVE OAK		TX			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
4T1BK1EB2DU		TOYOTA	AVALON	2013	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
July 2013			No: Cylinders	unleaded	
Original Owner	Dealer's City	State	Zip Code		
	SAN ANTONIO	TX			
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☒ Cruise Control	automatic?	No airbag deployed	22-NOV-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS			Failure Mileage	Failure Speed	
			25000	30	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair		Failure Location:		
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:		Model No./Name:		
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☒ Yes ☐ No	☐ Yes ☒ No	1	0	Y	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2013 TOYOTA AVALON. WHILE DRIVING APPROXIMATELY 30-35 MPH, THE CONTACT PASSED OUT BEHIND THE WHEEL. THE VEHICLE VEERED OFF INTO A DITCH AND CRASHED INTO A CONCRETE POLE. THE AIR BAGS FAILED TO DEPLOY. THE CONTACT SUSTAINED A FRACTURED BACK THAT REQUIRED MEDICAL ATTENTION. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO A COLLISION CENTER BUT THE CAUSE OF THE FAILURE WAS NOT DETERMINED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 1,000.					
THEY (TOYOTA) will not inspect the car to see why the airbags did not deploy I feel my back broke because it wasn't stopped by airbags					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

I was driving at speed of 55-65 - 2 lane road
when I lost control and wrecked the car.
I couldn't move so stayed in car many
hours - I couldn't move, unable to get my phone
I received a broken back and lung infection.
I am still recovering. I talked to Toyota
and sent letters telling them the airbags
did deploy. They have not checked why the
airbags would not deploy. I had phone calls
from Toyota and they were not very nice.
Continued on yellow sheet.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VCO)
U.S. Department of Transportation
National Highway Traffic Safety Administration

SAFERCARGOV

RO: [REDACTED]
3,654,895

CUSTOMER REPAIR ORDER
8/05/13 3:57PM

Page: 1

Gunn Collision Center Northeast
12520 Judson Road
San Antonio, Tx. 78233
210-599-5030 Fax: 210-599-5041

[REDACTED]
LIVE OAK, TX [REDACTED]

Home: [REDACTED]
Work: [REDACTED]
Est.: JAMES
Received: 7/22/13
Del. Date:
Date Paid: 8/05/13

Date of Loss: 7/15/13
Year: 13
Make: TOYO
Model: AVALON LIMITED
Type: PC
Style: 4D SED
Engine: 6-3.5L-FI
Color: Black METALLIC
License: TX [REDACTED]
Mileage: 252
VIN: 4T1BK1EB2DU [REDACTED]

USAA
98000 FREDERICKSBURG RD.
SAN ANTONIO, TX 78288
Phone:
Fax:
Adjuster: Robert
Claim #: [REDACTED]
Policy: [REDACTED]
Betterment:
Deductible: 500.00

Ln.	Description	Parts	Labor Units	Refin Units	Other
	glass	30.00			
	freight	65.00			
	REFINISH BLOCK TIME			1.00	
1	FRONT BUMPER & GRILLE				
2	Rem/Inst R&I bumper cover DROP RT SIDE		0.60		
3	FRONT LAMPS				
4	Rem/Inst RT Headlamp assy		0.30		
5	FENDER				
6	Rem/Inst RT FENDER MUDGUARD		0.30		
7	Repair RT Fender		0.50	2.00	
8	Refinish Add for Clear Coat			0.80	
9	Rem/Inst RT Fender liner		0.40		
10	FRONT DOOR				
11	Rem/Repl RT Door shell	772.99	5.60	3.00	
12	Refinish Overlap Major Adj. Panel			-0.40	
13	Refinish Add for Clear Coat			0.50	
14	Repair Add for mirror		0.30		
15	Rem/Repl RT Mirror assy w/o auto dimmin	350.43			
16	Rem/Repl RT Mirror glass w/o auto dimmi	133.45			
17	Rem/Repl RT Mirror cover black	50.22			
18	Rem/Inst RT Turn signal lamp				
19	Rem/Inst RT Puddle lamp				
20	Rem/Repl RT Black out tape upper	25.54			
21	Rem/Repl RT Black out tape lower	11.58			
22	Rem/Repl RT Applique	22.78			
23	REAR DOOR				
24	Repair RT Door shell		2.00		
25	Repair/Refinish RT Outer panel		6.50	2.00	
26	Refinish Overlap Major Adj. Panel			-0.40	
27	Refinish Add for Clear Coat			0.30	
28	Rem/Inst RT Surround w'strip		0.50		
29	Rem/Inst RT Belt molding		0.30		
30	Rem/Inst RT Handle, outside black		0.30		
31	Rem/Inst RT R&I trim panel		0.40		
32	Rem/Repl RT Front w'strip	9.45	0.20		

33	Rem/Repl RT REAR DOOR EXTERIOR ROCK GUA	12.18	0.30				
34	Rem/Inst RT R&I door assy		1.10				
35	REAR BUMPER						
36	Rem/Inst R&I bumper cover DROP RT SIDE		0.50				
37	REAR LAMPS						
38	Rem/Inst RT Tail lamp assy		0.20				
39	QUARTER PANEL						
40	R&I RT QTR GLASS						77.00
41	Blend RT Quarter panel				1.60		
43	PILLARS, ROCKER & FLOOR						
44	Rem/Repl RT Rocker molding	317.66	0.60		1.80		
45	Refinish Overlap Major Non-Adj. Panel				-0.20		
46	Refinish Add for Clear Coat				0.30		
47	A/M RT FRONT DOOR EDGE GUARD +						55.00
48	Repair RT WINDSHIELD PILLAR		2.50		0.50		
49	Blend RT ROOF RAIL				0.50		
50	HAZARDOUS WASTE REMOVAL						3.00
51	CORROSION PROTECTION						3.00
51	CORROSION PROTECTION						12.00
52	COVER CAR						4.00
53	Refinish rope back glass				0.50		
54	Repair front windshield		0.50				
55	Repair/Refinish RT Ctr plr & rocker (HSS)		1.50		2.00		
56	Repair chipguard		0.80				
57	Rem/Inst chipguard decal		0.30				
58	Repair prep unprimed rocker mldg		0.50				
913	Paint Materials						288.40
919	Clear Coat Paint Materials						53.20
925	Paint Blend Materials						58.80
970	Misc. Sales Adjustment						-161.29
980	Sales Tax Adjustment						-7.17
	Totals	1,801.28	27.00		15.80		385.94

	Total Category		Rate	Units		Suppl.	Total
	BODY LABOR		40.00	27.00			1,080.00
	PAINT LABOR		40.00	15.80			632.00
	OEM PARTS					57.18	1,771.28
	NON-OEM PARTS					30.00	30.00
	PC		28.00				419.40
	SUBLET						132.00
	MISC						-158.29
	Subtotals			42.80		87.18	3,906.39
	SALES TAX					7.19	179.58
	Grand Total:			42.80		94.37	4,085.97

RO: [REDACTED]
3,654,895

CUSTOMER REPAIR ORDER

8/05/13 3:57PM

Page: 3

Date	Payment			Received By	Method	Charge Type	Amount
8/05/13	usaa# [REDACTED]			CINDY	Check		3,542.84
	Total Payments:						3,542.84
	Balance Due:						543.13

Gunn Collision Center Northeast
12520 Judson Road
San Antonio, Tx. 78233
210-599-5030 Fax: 210-599-5041

Signature _____ Date _____